

Hordle Walhampton: COMPLAINTS PROCEDURE

Preamble

- Hordle Walhampton School has long prided itself on the quality of the teaching and pastoral care provided to its pupils. However, if parents do have a complaint, they can expect it to be treated by the School in accordance with this procedure. The complaints procedure outlined below has recognition of Standard 5 of the National Minimum Standards.

Stage 1: Informal Resolution

- It is hoped that most complaints and concerns will be resolved quickly and informally.
- If parents have a complaint they should normally contact their child's Form Teacher or Tutor. In many cases, the matter will be resolved straightaway by this means to the parent's satisfaction. If the Form Teacher or Tutor cannot resolve the matter alone, it may be necessary for him / her to consult another member of staff.
- Complaints made directly to a member of staff will usually be referred to the Headmaster unless the member of staff deems it appropriate for him/her to deal with the matter personally.
- The member of staff will make a written record of all concerns and complaints and the date on which they were received. Should the matter not be resolved within 48 hours or in the event that the member of staff and the parent fail to reach a satisfactory resolution then the parents will be advised to proceed with their complaint in accordance with Stage 2 of this procedure.

Stage 2: Formal Resolution

- If the complaint cannot be resolved on an informal basis, then the parents should put their complaint in writing to the Headmaster. He will decide, after considering the complaint, the appropriate course of action to take.
- In most cases, the Headmaster will speak to the parents concerned, normally within a week of receiving the complaint, to discuss the matter. If possible, a resolution will be reached at this stage, normally within 14 working days of the receipt of the complaint.
- It may be necessary for the Headmaster to carry out further investigations.
- The Headmaster will keep written records of all meetings and interviews held in relation to the complaint.
- Once the Headmaster is satisfied that, so far as is practicable, all the relevant facts have been established, a decision will be made and parents will be informed of this decision in writing. The Headmaster will also give reasons for his decision.
- If parents are still not satisfied with the decision, they should proceed to Stage 3 of this procedure.

Stage 3: Panel Hearing

- If parents seek to invoke Stage 3 (following a failure to reach an earlier resolution), they will be referred to the Chairman of the Governors, who has been appointed by the Governors to call hearings of the Complaints Panel,

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should the Chairman determine that the reason for the complaint warrants Governor intervention.

- If it is so determined, the matter will then be referred to the Complaints Panel for consideration. The Panel will consist of at least three persons not directly involved in the matters detailed in the complaint, one of whom shall be independent of the management and running of the school. The Chairman of the Governors shall appoint each of the Panel members. The Panel will acknowledge the complaint and schedule a hearing to take place as soon as possible and normally within 14 days.
- If the panel deems it necessary, it may require that further particulars of the complaint or any related matter be supplied in advance of the hearing. Copies of such particulars shall be supplied to all parties not later than 4 days prior to the hearing.
- One other person may accompany the parents to the hearing. This may be a relative, teacher or friend. Legal representation will not normally be appropriate.
- If possible, the Panel will resolve the parent's complaint immediately without the need for further investigation.
- Where further investigation is required, the Panel will decide how it should be carried out. After due consideration of all facts they consider relevant, the Panel will reach a decision and may make recommendations, which it shall complete within 14 days of the hearing. The decision of the Panel is final. The Panel will write to the parents informing them of its decision and the reasons for it. The Panel's findings and, if any, recommendations will be sent in writing to the parents, the Headmaster, the Governors and, where relevant, the person of whom the complaint is made.

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A record will be kept to indicate whether complaints are resolved at the Formal Resolution stage or proceed to a panel hearing.

For those wishing further guidance, parent can contact OFSTED:

www.ofsted.gov.uk

Alexandra House: 33 Kingsway: London WC2B 6SE

020 7421 6800

Parents can be assured that all concerns and complaints will be treated seriously and confidentially. Correspondence, statements and records will be kept confidential except as in so far required of the school by paragraph 6(2)(j) of the Education (Independent Schools Standards) Regulations 2003; where disclosure is required in the course of the school's inspection; or where any other legal obligation prevails.

Following EYFS guidance, the record of complaints is kept for three years.